

**Special points of interest:**

- STATE OF NEW MEXICO FLEET PERSONEL VISIT DFO
- SHUTTLE SERVICE ON CALL NOVEMBER 24TH
- GHOSTLY APPARITIONS SPREAD FROM DFO TO NEIGHBORING AGENCIES
- FORUM SCHEDULED FOR NOVEMBER 29TH AT 10:30

November 2000

Volume 1, Issue 8

## Team-Building or Torture, You Decide...

### Several DFO Employees Spend a Day at Camp Williams



Gala Dumas is helped across water obstacle by team mate as part of the team building exercise at Camp Williams.

Three members of the Division of Fleet Operations staff have been attending Certified Public Management training offered through the Department of Human Resource Management (DHRM). This three part series is taking participants Gala Dumas, David Rees and Akemi Dean, along with their many classmates, through the many steps of supervision, teambuilding and problem solving in a government setting.

Part one covers supervisory skills. Part three is a "hands-on" training where teams go out to other governmental agencies to research and write up a proposal to solve an on-going problem within the program. Part two focuses on teamwork. As part of the second section, participants are invited to Camp

Williams to work on their teambuilding skills.

"The course at Camp Williams was very, very, very demanding. More on a mental basis than a physical basis, much to my surprise, I mean there was some physical stuff [we] had to do that was pretty funky, but took a lot of mental thinking and planning and it really pulled our team together," said Motor Pool Coordinator, Gala Dumas. "In fact, I just had my first class after the course and it was amazing to me just how much better we communicated after having done this exercise."

As part of the team-building exercise the participants are divided up into groups and given wartime scenarios, which requires the team to get ammunition from one place to another. Here's

the catch, in moving the ammunition, the group must climb through, build, crawl over and escape from several different combat training courses many of which involve getting over a four foot deep pool of water.

"No I didn't get wet, but I did have to hang upside down," Dumas said.

While the teambuilding exercise was difficult, both mentally and physically, the participants felt the experience illustrated the difference between being a team and being a group working together.

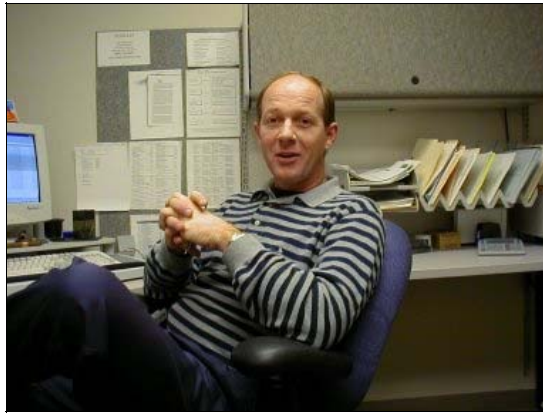
"A lot of people don't really understand what 'team' is; it's become one of those buzz words that everyone throws out," said Management Analyst, David Rees. "There's actually a process involved with forming a team and becoming a high performing team."

The definition of a team include:

- Having a common goal.
- Every team member must have a skill that will help the team reach the goal.
- Every member of the team must be committed to the goal.
- Group must have 3 to 10 members.
- Each member has an assigned role.
- Must have scheduled meetings.
- The group must have its own authority.

**(Continued pg. 4)**

## Procurement Story



Operations/Procurement Manager, Jim Colby

When the leaves have changed colors and have begun to fall it becomes obvious that it's that time of year it again...yes, it's vehicle procurement time. There are 1,173 marked for replacement during the FY 2001 cycle. Leasing agencies will be receiving their vehicle replacement lists in the mail sometime before November 6. Procurement Manager Jim Colby stress' that a five-day turn around of the lists is imperative if the vehicles are to be ordered in time for an early spring delivery.

"We need all of the agencies to respond as promptly as possible, we cannot place vehicle orders until all of the agencies have responded," Colby said.

The Division of Fleet Operations (DFO) would like to have the orders sent by November 15, this would mean the new vehicles would begin to arrive in mid-March. The steps of procurement are as follows:

- Once you have received your replacement list, verify that all of the vehicles have the right class code and description. This will insure that the right vehicle type is ordered for replacement.
- Prioritize the list, vehicles needing to be replaced most should be at the top of your list.
- Return the list to Jim Colby at DFO.
- Wait to be contacted for arrangements to exchange vehicles.

Any agencies that need to request any special order vehicle or purchase an expansion vehicle, which are vehicles that will increase the size of the fleet, need to contact Colby directly. He can be reached at 801.619.2737.

I love my job, but his retirement is the most important thing,"

-Cori Rackley

## Goodbye...

It seems like only a few months ago that the Division was welcoming a new Accounting Tech named Cori Rackley (maybe that's because it was only a few months ago) and now we are wishing "Fair Well" to her, on her newest adventure.

Rackley started with the Division on August 14, 2000 and despite her immense love of her job, her last day was October 20, 2000. Rackley has followed her true love to Northern California, where he was recently transferred as part of a promotion.

"My husband was promoted and with a paid move there was no thinking twice about it ... well there was, because I love my job, but his retirement is the most important thing," she said.

Her husband has been an employee of the Federal Department of Defense for more than 31 years. Because he is scheduled to retire in just over three years, the Rackleys will be keeping their home in Evanston, Wyoming.

When Rackley was asked if she would consider commuting from California, the way she had been from Wyoming, she said, "I don't think so, I'd only be able to make it into the office once a week."



So Rackley has finished her duties, trained her replacement, said her good-byes and moved to the "slab of concrete" in Castro Valley, California. The Division employees wish her safety and happiness in her new temporary home.

## A Personnel Note

Under the ruff n' tuff, strong, silent type exterior of Service Writer Al Orwin, there is a soft spot for his really cute granddaughter, 18 month old Kyra (who by the way has her grandpa wrapped around her little finger), and another for show class dogs.

Orwin has been showing dogs for more than 15 years and, at a show in Boise, Idaho, held October 16-23, both of his dogs came home winners. Striker, a Caisson, received "Best in Breed" and Angel,

who is also a Caisson, received the highest honor given a show dog. Angel became a "Champion".

"We finished her in the 'Bred By' category. Bred by is one of the hardest classes to finish a dog in," he said.

Orwin's sons, Nick, Jeramy and Ben, have



also been involved with showing dogs, but currently only Ben is participating, showing dogs all over the country and up into Canada.

Orwin and his wife, Debbi, have shown several different breeds throughout their years of showing dogs and winning "too many awards to count".

"We've shown Caissons, Corgis, American Eskimos, Venice Mountain Dogs, German Shepherds, Border Terriers, and Dijon Presses, just to name a few," he said.

No, the Orwin house is not filled with dogs, but for a nominal fee they will show your dog for you. According to Orwin, paying someone to show a dog can actually save the owner money, adding that his favorite breed to show is a Border Terrier.

"I prefer wash and wear dogs," he said.

## Changes in Daily Rental Procedures

Beginning November 1, 2000 the procedures for picking-up a daily lease vehicle from one of the many Mini-Motor Pools will have a new twist on an old idea. Operators will now be required to sign an MP-98 form prior to the release of the vehicle.

An MP-98 form is similar to the contracts signed when leasing a vehicle from a private vendor such as Hertz or Enterprise. The signer agrees to inspect and report any damage to the vehicle at time of receipt, bring the vehicle back full of fuel and to follow any rules, laws or policies governing vehicle use. The process takes only a few minutes and helps to insure that one customer is not charged for another's scrape.

"It's a way for our customers to check on us, and for us to check on our customers, to make sure that everything is ok," said Gala Dumas, Motor Pool Coordinator. "It's a way make sure that our customers are happy, after all that's why were here."

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-Gala Dumas

## Incentive Awards



Carol Law shows off her award.

The Incentive Awards Committee is pleased to announce this month's award winners.

Those receiving Recognition Awards were honored for their efforts in customer service and staying on top of their job.

Jeff Done, Paul Ferguson and Al Orwin were the recipients of this month's Recognition Awards.

Extra Mile Awards were given to Lanna Harrison, Carol Law and Dan Martinez for their innovative ideas, which have decreased the workload for others and increased office morale.

Congratulations everyone and thank you for all of your hard work.

A note of thanks to all those who are sending in nominations every month. Good job for recognizing the hard work and efforts of those around you, you help to make DFO a great place to work! To nominate someone you see doing more than their share, please fill out and submit this form...

<http://fleet.state.ut.us/incentiveaward.html>



## Who Moved My Cheese?... Oh Yeah, It Was ME!!!



Cindy Litz and Carol Law scurry off to their new adventurous jobs.

When Division Deputy Director, Margaret Chambers, presented the "Who Moved My Cheese" program at this year's employee retreat, she never thought that its meaning would be taken so literally by two of the Division staff. Cindy Litz and Carol Law have decided to "move their own cheese".

The program is based on the fact

that change is not always easy. Participants are given insight into recognizing that change is coming and how to deal with it when it happens. Litz and Law came away from the seminar with not only the ability to identify change, but to turn it to their advantage.

Litz began working for the Division in January of 2000 and is known to many Motor Pool customers as the bright, friendly face at the Capitol Hill reservations desk. She has applied for and received the Accounting Tech position recently vacated by Cori Rackley. Since she has had some accounting experience, she thought this position would be the perfect opportunity to sharpen her skills.

"I have a little accounting background, but I have always been interested in it and I wanted to learn more," she said. "I'm fortunate to get the opportunity to do this; I feel lucky that I got the job."

Litz is sorry to leave the front desk, but does look forward to the less hectic work environment of an accountant. "It was exciting up there, but its also really hectic up there. I am going to miss all of the customers," she said.

Carol Law not only moved her cheese; she changed from Pepper Jack to cheddar. Law has asked to leave her cur-

rent position to become an Office Tech working from home. She stated that this was not an easy decision to make, but her desire to spend time with and to help her Mother made it a necessary move.

She became the Division's Executive Secretary in 1993 and was reclassified as the Administrative Assistant in July of 1999. As part of her duties, Law managed payroll, organized Division retreats, kept minutes for several committees and meetings, as well as being a member of the Employee Representative Committee.

"I want everyone to know that I still love them and appreciate them and I don't want to lose their friendship," Law said.

She would also like to pass on this thought, "What you put into your job is what you will get out of it". Deputy Director Margaret Chambers is pleased that the "Cheese" program has encouraged Division employees to explore new opportunities within the DFO, but states that it will be hard to replace such dedicated individuals.

For more information on the "Who Moved My Cheese" program, visit <http://www.whomovedmycheese.com/>.

### (Team building continued from pg. 1)

The Division's IT Lead Programmer, Akemi Dean said, "It was an eye opening experience, now I call my MIS [staff] a working group, not team, because we don't necessarily work on the same project all the time."

Dean went on to explain that the day at Camp Williams was a crash course in the team making process. Having eight hours to complete six complex tasks created a situation where a team was formed in just a few minutes, each member filling a role. Under normal office type conditions this process would take approximately six months to complete. It became very clear in a very short time what had to be done to become a team. Having the "hands on" training helped the participants to understand the formal process and how people just naturally assume certain roles in the team atmosphere.

"Actually seeing it and experiencing it, really deepened my knowledge," Dean said.

All of the participants agreed that the day at Camp Williams was a good experience and suggested that anyone given the opportunity to go the training should take it.

"This training is well worthwhile for more than just managers, employees who have a basic understanding of these concepts will do a far better job for the Division after receiving this training," Rees said